

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



NCR Corporation Docket No. 9378

In re application of: FRAZIER, D.

Serial No. 09/943,708

Filed: August 31, 2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER  
IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

☒ No additional fee is required.

The fee has been calculated as shown below:

## CLAIMS AS AMENDED

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	39	-	41	0 X	\$ 18 =	\$ 0
Independent Claims	5	-	5	0 X	\$ 86 =	\$ 0
Total additional fee for this amendment ----->						\$ 0

\* If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.

\*\* If the "Highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

\*\*\* If the "Highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

☐ Please charge the above fee to the account of NCR Corporation,  
Deposit Account No. 50-1673.

Respectfully

John D. Cowart

Reg. No. 38,415

## CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

1-27-2004.

By: Sallie SpicerName: Sallie Spicer